

The Snowflake Trust

Operating the Snowflake Night Shelter

Guest Warning & Banning Policy

Introduction

Trustees have agreed that for practical reasons, there be no right of appeal. Instead, the Project Manager is requested to advise a nominated Trustee as soon as practical that a ban has been put in place, and that the fact and circumstances of the ban be reported at the next Trustees' meeting. In this way, Trustees can be assured that their delegated authority has been exercised in a proper and appropriate manner.

1 Purpose of the Policy

To ensure that:

- 1.1 Guests get clear feedback on their behaviour and reasons for warnings and bans
- 1.2 Guests are treated in line with Snowflake's Equal Opportunities Policy
- 1.3 All people working in or visiting the night shelters are safe
- 1.4 The Project Manager (PM) and Shift Leaders (SL) know what powers they have to deal effectively with breaches of Snowflake rules by Guests
- 1.5 Warnings and bannings are carried out with due process and with the delegated authority of the Trustees.

2 Procedure

- 2.1 There are three levels of warning which are listed below in chronological order:
 - 2.1.1 informal oral warning - issued by PM or SL
 - 2.1.2 formal oral warning - issued by PM
 - 2.1.3 final written ban notice - issued by PM
 - 2.1.4 Where an immediate ban is considered necessary by the SL, the SL should call in the PM who will make the final decision.
- 2.2 An immediate ban (ie dismissal from the shelter) - Only to be used in the case of:
 - 2.2.1 actual violence against - or verbal abuse of - Guests, Volunteers or Staff
 - 2.2.2 arson
 - 2.2.3 drug dealing
 - 2.2.4 wilful damage to property
 - 2.2.5 where the Project Manager considers it would seriously affect the safety of the shelter not to evict the guest immediately
 - 2.2.6 any other reason which, in the reasonable opinion of the PM, deserves an immediate ban from the shelter

2.2.7 the SL (after reference to the PM) can require a Guest to leave temporarily for that night if they believe this will diffuse a violent situation, the matter to be reviewed by the PM the following day.

2.3 Recording:

2.3.1 Note informal and formal oral warnings in the Log Book and clearly inform the Guest that they are being issued with a warning

2.3.2 All final written ban notices issued to the Guest should detail the warning, the period it will cover, the aspect of the house rules that the Guest has breached, and the consequences of further breaches. A standard 'pro forma' letter should be used

2.3.3 For all written ban notices, a copy should be given to the Guest and a copy kept on file in the office.

3 Duration

3.1 Warnings and bans are effective from the date given

3.2 The length of the barring period is between a minimum of 1 night and permanent exclusion, at the discretion of the Project Manager.

4 Reporting to Trustees

4.1 The PM shall report any ban to the nominated Trustee as soon as is practicable

4.2 The circumstances of and reason for the ban shall be reported to Trustees at the next following Trustees' meeting.

Date: Autumn 2015

Review Date: Autumn 2017 or earlier if required by legislation or experience